

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
OFFICE OF INTEGRATED CARE**

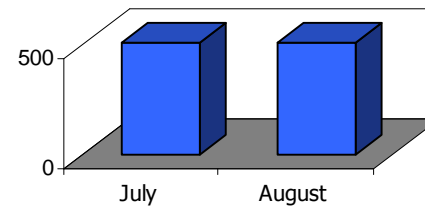
**HEALTHY WAY L.A. REFERRAL TRACKING REPORT*
JULY 2011 - August 2012**

HWLA Referral Summary

Total Referrals

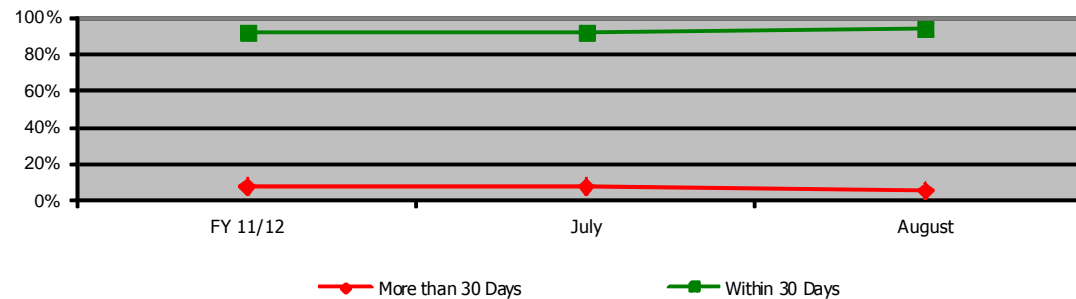
| Month | # | % |
|------------------------|--------------|-----|
| FY 11/12 | 4,437 | |
| July | 553 | 50% |
| August | 551 | 50% |
| YTD FY 12/13 | 1,104 | |
| Total Referrals | 5,541 | |

FY 12/13 Total Referrals per Month



**30-day Access Requirement Reports
July 2011 - August 2012**

| Number of Days | FY 11/12 | July | August | YTD FY 12/13 | Total |
|--------------------------|------------|------------|------------|--------------|------------|
| 0 - 10 | 49% | 50% | 44% | 47% | 49% |
| 11 - 20 | 29% | 24% | 27% | 26% | 28% |
| 21 - 30 | 15% | 18% | 24% | 21% | 16% |
| Within 30 Days | 92% | 92% | 94% | 93% | 93% |
| More than 30 Days | 8% | 8% | 6% | 7% | 7% |



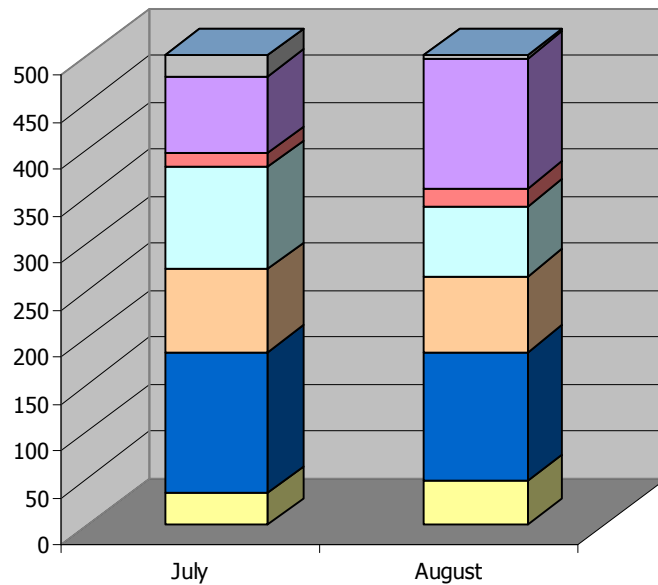
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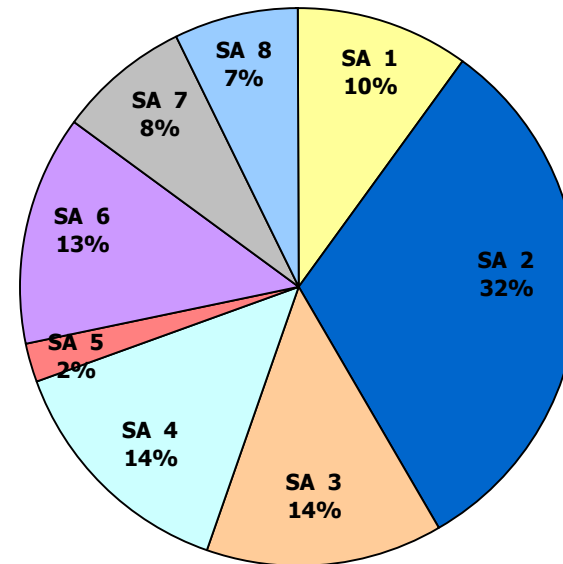
Referrals by Service Area

| Service Area | July | August | YTD FY 12/13 | FY 11/12 | Total Referrals |
|--------------|------------|------------|--------------|-------------|-----------------|
| SA 1 | 35 | 47 | 82 | 465 | 547 |
| SA 2 | 149 | 137 | 286 | 1473 | 1759 |
| SA 3 | 88 | 81 | 169 | 586 | 755 |
| SA 4 | 108 | 74 | 182 | 607 | 789 |
| SA 5 | 15 | 19 | 34 | 82 | 116 |
| SA 6 | 82 | 138 | 220 | 522 | 742 |
| SA 7 | 42 | 29 | 71 | 355 | 426 |
| SA 8 | 34 | 26 | 60 | 347 | 407 |
| TOTAL | 553 | 551 | 1104 | 4437 | 5541 |

FY 12/13 Referrals by Service Area by Month



Total Referrals by Service Area



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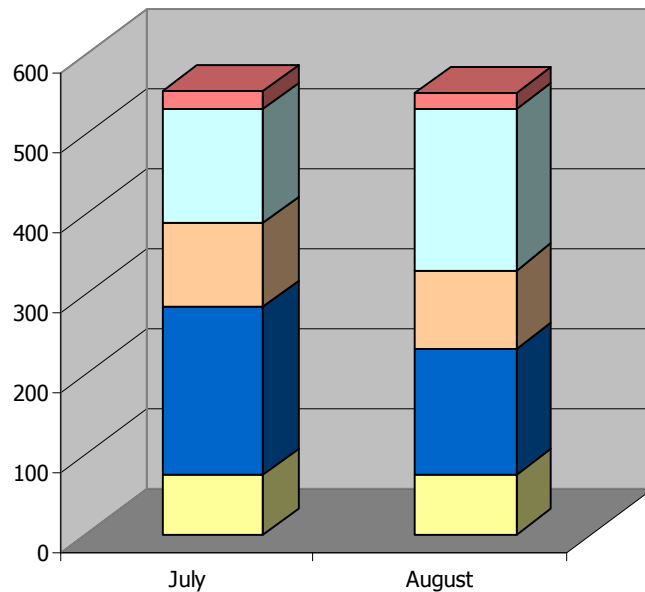
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JULY 2011 - August 2012**

Linkage to Services by Provider Type

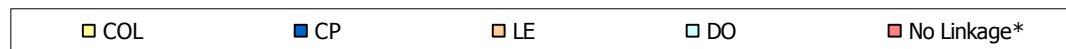
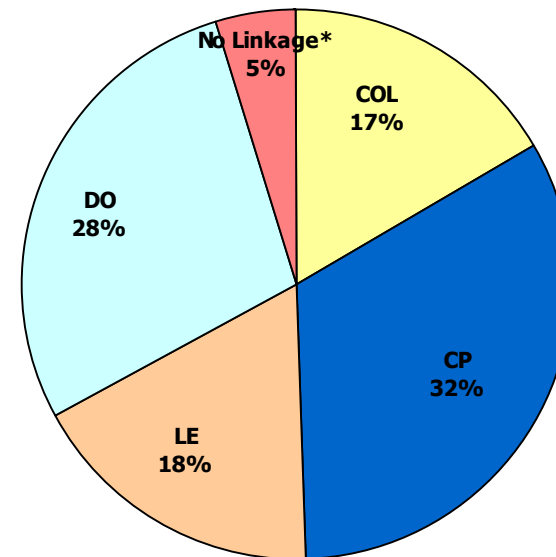
| Provider Type | July | August | YTD FY 12/13 | FY 11/12 | Total Referrals |
|---------------|------------|------------|--------------|--------------|-----------------|
| COL | 75 | 74 | 149 | 781 | 930 |
| CP | 208 | 157 | 365 | 1444 | 1809 |
| DO | 142 | 201 | 343 | 1228 | 1571 |
| LE | 105 | 99 | 204 | 768 | 972 |
| No Linkage* | 23 | 20 | 43 | 216 | 259 |
| Total | 553 | 551 | 1,104 | 4,437 | 5,541 |

* Individual declined services, was not eligible for services, or was unable to contact, and never linked to a service provider.

FY 12/13 Referrals by Provider Type by Month



Total Referrals by Provider Type



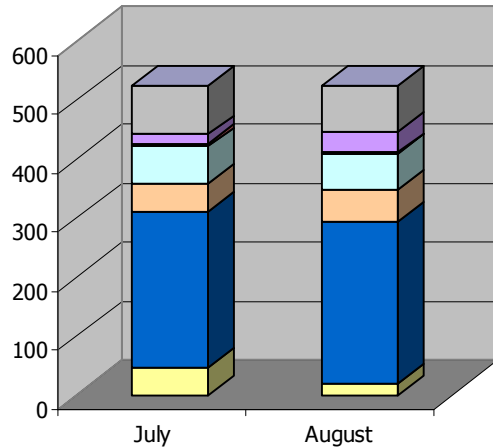
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JULY 2011 - August 2012**

Referral Dispositions by Month

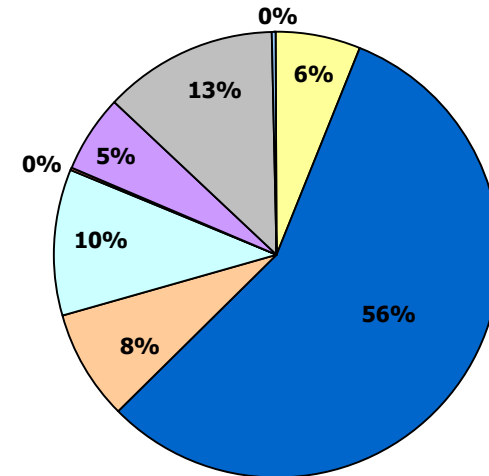
| Disposition | July | August | YTD FY 12/13 | FY 11/12 | Total Referrals |
|---|------------|------------|--------------|-------------|-----------------|
| Does not meet program criteria | 46 | 19 | 65 | 273 | 338 |
| Individual accepted for DMH services | 264 | 275 | 539 | 2483 | 3022 |
| Individual declined DMH services | 48 | 54 | 102 | 384 | 486 |
| Individual did not show for appointment | 62 | 59 | 121 | 471 | 592 |
| Individual referred out due to language need | 5 | 3 | 8 | 14 | 22 |
| Individual rescheduled for future appointment | 15 | 36 | 51 | 218 | 269 |
| Unable to contact individual | 82 | 77 | 159 | 584 | 743 |
| Client offered & declined appointment at alternate MH program | 0 | 0 | 0 | 2 | 2 |
| Other | 1 | 1 | 2 | 1 | 3 |
| Total | 523 | 524 | 1047 | 4430 | 5477 |

FY 12/13 Referrals by Disposition by Month



- Does not meet program criteria
- Individual accepted for DMH services
- Individual declined DMH services
- Individual did not show for appointment
- Individual referred out due to language need
- Individual rescheduled for future appointment
- Unable to contact individual
- Other

Total Referrals by Disposition



- Individual accepted for DMH services
- Individual did not show for appointment
- Individual rescheduled for future appointment
- Client offered & declined appointment at alternate MH program